

CONCRETE COLLECTIVE

WARRANTY

Concrete Collective warrants its products to be free from defects in workmanship and materials for a period of Two (2) years after the date of original shipment (the "warranty period"), provided the product is used in the manner and under the conditions for which it is designed.

1. This warranty shall apply only if:
 - a) Purchaser notifies Seller in writing of the claimed defect within 30 days of discovery;
 - b) Purchaser discovers the claimed defect within the Warranty Period;
 - c) Purchaser allows Seller to inspect the Goods claimed to be defective; and
 - d) Seller or its representative confirms the defect in writing to Purchaser.
 - e) The goods have been paid for in full.

2. This Limited Warranty extends only to defects in materials and workmanship which occur during "normal use and service" as defined below, and it does not apply to:
 - a) Goods that have not been maintained in accordance with instructions or that have been accidentally damaged;
 - b) Defects attributable in any way to installation, modification, cleaning, or repair made by any party other than CC; or
 - c) Mishandling, accident, fire, lightning, other hazards whether natural or man-made, or shipment. "Normal use and service" means that the product will be used in a typical residential environment.
 - d) Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
 - e) Chips or other excessive impact damage in the product.
 - f) Scratches. CC concrete and sealers are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance. In the case of sinks, it is important to avoid scratching the surface and damaging the integrity of the sealer. CC does not warrant water damage to sinks or any concrete surfaces due to scratching and wear and tear.
 - g) Thermal Shock. Thermal shock can occur when a hot item, e.g. pan or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
 - h) Damage caused by excessive pressure e.g. sitting, standing or applying force to a CC product that would be considered outside normal use.
 - i) This warranty does not cover any chemical damage.
 - j) In a commercial environment, CC Applies a 2-year warranty to the structural integrity of the concrete but does not warrant any damage caused to the surface. Due to the unpredictable and high traffic use of commercial furniture, CC do not warrant any damage caused if our Sealing system is compromised by scratching, heat, abrasive surfaces, chemicals, accidental chipping, dropping, accidents beyond control, exposure to weather, improper installation or contact with incompatible substances.

Handcrafted Artisan Concrete



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Warranty Cont.

- k) CC concrete is water and stain tolerant, but not water proof or stain proof. Products will naturally wear over time. Given that Concrete is a porous surface, it is to be expected to develop character from weather & human usage over time.
- 3. Further, this warranty shall not apply if:
 - a) Purchaser or a third party modifies or repairs the Goods without Concrete Collective's prior written approval; or
 - b) After discovery of a defect, Purchaser fails to take prompt and reasonable steps to prevent the defect from becoming more serious. If Goods are repaired in the field by someone other than CC, then the warranty on that repair is from the person or company making that repair, not CC.
- 4. Upon collection or delivery of a CC product, the customer becomes 100% responsible for the preservation and maintenance of the product.
- 5. Material Variations
 - a) CC's products may comprise of concrete, steel, aluminium, powdercoated products, timber and other materials. You can expect natural variations in the colour, pattern and finish. Please be aware that your product may be slightly different to the ones featured in photos, as each piece is handmade and unique. Material variations are a natural part of the piece and do not fall under consideration of warranty.
- 6. Sinks and Basins
 - a) CC sinks and basins have a high level of water tolerance and stain resistance but must not be:
 - i. Used as a surface to store or hold items with a hard surface.
 - ii. Cleaned with abrasive items. Whilst CC's sealing system has been thoroughly tested with various chemical cleaners we recommend cleaning with a micro fibre cloth and hot soapy water.
 - iii. In the case of sinks, it is important to avoid scratching the surface and damaging the integrity of the sealer. CC does not warrant water damage to sinks or any concrete surfaces due to scratching and wear and tear, contact with sharp objects or unreasonable human interaction.

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